

## Job Description

<b>Job Title:</b>	HR Partner
<b>Directorate</b>	People & Culture
<b>Department:</b>	HR
<b>Location:</b>	Tai Calon, Solis One
<b>Reports to:</b>	HR Business Partner
<b>Job Agreed</b>	August 2025

## Job Purpose

To play a key role in delivering the People & Culture Team's strategic objectives, as set out in the People Strategy.

To partner with individuals, teams and operational managers and heads of service in all aspects of HR management and delivery, by providing a human-centred approach.

## Values

Our values that support our Vision, Mission and Aims are CALON. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

- C – Creativity: we want people to think differently, challenge processes where they can see improvement, and take risks.
- A – Authentic: we want people to be themselves and be open, honest and trustworthy, and act with integrity.
- L – Learning: we want people to understand the importance of learning as an ongoing approach to success in their roles.
- O - Ownership: we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.
- N – Not on your own: we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

## Core Responsibilities & Accountabilities

- To design, develop and adapt our HR policies and procedures in line with changes to organisation needs, legislation and culture
- Lead on key HR projects and developments, supporting the HR Business Partner to develop and maintain an efficient and effective HR service with a people focus.
- Lead on employee relation and well-being cases, ensuring that all are dealt with using a human-centred and resolution approach.

- To provide a partnership with individual and managers to allow them to effectively people manage and to ensure HR process and procedures are followed.
- Support the HR Business Partner and Director of People & Culture to implement the People Strategy for Tai Calon, and help shape the direction and culture of the organisation
- To ensure recruitment and selection processes and procedures are managed effectively and are compliant with audit requirements.
- To produce relevant and valuable people data to support the organisation's strategic operational plans
- Regularly carry out research for new ways of working within the HR team and to drive changes forward within the service area.

### **Detailed Tasks**

- To manage and deliver induction training sessions for new starters on a regular basis and to regularly review the process in line with changes to legislation and best practise
- To keep updated with legislation, case law and best practice to ensure policies and procedures are robust and effective to reduce risk to the organisation
- To carry out the role as project manager on various HR change management projects including Gender Pay Gap, Job Evaluation and HR System improvement projects
- Collate statistics on people data using various databases for the purpose of producing reports for Senior Managers and to continuously analyse the information produced to help drive change to the department
- Continuously research new ways of improving the service and highlight changes required to ensure HR have updated policies and procedures to support delivery.
- To provide continuous specialist HR advice to managers, unions and employees during employment relations and wellbeing cases to ensure a human-centred approach and resolution
- Provide HR support to the OD team whilst undertaking workforce planning processes with senior managers
- To regularly review HR systems and processes to ensure they are fit for purpose.
- To partner individuals, teams and managers on any changes or updates required to HR systems and processes to ensure the HR team are continually working to best practice.
- To support and deliver learning opportunities for managers and employees when changes are made to policies and procedures to ensure updates and changes are communicated effectively.
- To effectively support employee turnover within the business by offering advice and guidance to managers and employees on resignation, retirement and flexible retirement requests.

### **Key working Relationships**

- Partnership working with the various stakeholders involved during projects and HR case work which include Trade Unions, Leadership Team, Operational Management, IT department, external consultants, other Housing Associations, Health and Safety and employees to ensure projects and case work are successfully managed
- Work closely with line managers, employees and Trade Unions to help resolve conflicts and use influencing and negotiation skills to help bring cases to a successful resolution and in a positive light.
- Liaise with agencies regarding recruitment; negotiating on costs to help support operational and budget requirements.
- Liaise with specialist advisors on a regular basis, which can include Occupational Health specialists, legal experts and pension providers when dealing with employment cases
- Regularly attend Joint Consultative Committee, Leadership Team and Operation Management meetings to provide updates on HR projects.

## **Responsibilities for Resources**

### **Line Management**

- There is no formal line management responsibility

### **Financial Management**

- Ensure all compliance risks and issues that arise within the team are highlighted to the Head of Service or project sponsors.

### **Procurement**

- Support the HR Business Partner to establish and prepare programmes of work including the preparation of briefs, specifications and tender documentation.
- Co-ordinate and manage professional agencies in relation to recruitment campaigns.
- Raise purchase orders and receipt goods and services for external agencies and contractors
- To actively monitor the provision of Occupational Health services to ensure the contract is effectively managed.

### **Risk, Health & Safety**

- Working collaboratively to ensure projects and cases are managed in a safe manner and risks are mitigated

- Work proactively with the Health and Safety Advisor to minimise Health and Safety incidents and ensure that lessons learnt are fully and properly embedded.

## **Work Environment**

- Hybrid role that is based between the office environment and home. Mainly office based but will occasionally need to undertake meetings or attend training courses outside of the main office
- Dealing with a range of complex, contentious and sensitive cases that can be emotionally challenging on a regular basis
- To give presentations to groups of various sized audiences at different levels of the organisation on a regular basis and respond to queries and concerns raised.

## **Organisational Responsibilities**

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy
- To promote and continually work to Tai Calon's Service 1<sup>st</sup> values
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: HR Partner	Application Form	Interview	Practical
		<b>1. QUALIFICATIONS</b>			
✓		Educated to level 4 on the Qualification Framework for England, Wales and Northern Ireland.	✓		
	✓	Associate member of CIPD	✓		
	✓	Project Management Qualification	✓		
		<b>2. KNOWLEDGE</b>			
✓		Practical knowledge and understanding of HR legislation and statutory obligations		✓	
	✓	Knowledge of the social housing sector in Wales	✓		
✓		Knowledge of HR metrics and organisational change	✓		
✓		Knowledge of iTrent HR/Payroll system or equivalent HR system		✓	
		<b>3. EXPERIENCE</b>			
✓		Experience of advising on HR cases and bringing them to a successful and timely conclusion within a unionised environment	✓	✓	
✓		Experience of setting own objectives and targets for change management projects and for managing own workload	✓		✓
✓		Experience of using Microsoft Office including Word, Excel & PowerPoint.	✓		
✓		Experience of leading on project work including the research and development of policies and procedures.	✓	✓	
✓		Experience of positively contributing within a generalist HR role, developing and delivering excellent, proactive and responsive customer focused HR services.	✓	✓	
✓		Experience of managing recruitment and selection campaigns	✓		

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: HR Partner	Application Form	Interview	Practical
✓		Experience of analysing data and using it to develop, monitor and improve services.	✓		
		<b>4. SKILLS</b>			
✓		Be able to demonstrate excellent written and verbal communication skills including report writing and delivering presentations and being able to adapt skills to the audience	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships		✓	
✓		Ability to analyse data and statistical information and use it to develop, monitor and improve services	✓	✓	
✓		Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders.		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work and that of others	✓	✓	
✓		Able to problem solve and makes sound judgements of decision when required		✓	
✓		Influencing and negotiation skills, a creative problem solver who can develop rationale and pragmatic solutions to HR problems		✓	
✓		Strong IT skills which can support the development of efficient and effective HR management and reporting skills	✓		
	✓	Welsh Language Skills	✓		
		<b>5. ATTRIBUTES</b>			
✓		Tenant and customer focussed		✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Calm individual who can handle difficult situations in a sensitive and empathetic way	✓		

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: HR Partner	Application Form	Interview	Practical
✓		Open to change and demonstrate a positive, solution focused attitude		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
✓		Have a strong sense of customer care and able to relate well to service users		✓	
	✓	Able to demonstrate a commitment to equal opportunity principles and practice	✓		
	✓	Flexible, willingness to work outside of normal working hours	✓		
		<b>6. Other</b>			
	✓	Will need to be able to travel as part of the job, in a timely manner	✓		